DEPARTMENT OF HEALTH AND FAMILY SERVICES
DIVISION OF HEALTH CARE FINANCING
ADMINISTRATOR'S MEMO SERIES

NOTICE: 05-01

DATE: February 1, 2005

DISPOSAL DATE: Ongoing

RE: IT Information

To: County Departments of Human Services Directors
        County Departments of Social Services Directors
        Tribal Chairpersons/Human Services Facilitators
        Tribal Economic Support Directors

From: Mark B. Moody
        Administrator
        Division of Health Care Financing

PURPOSE

The State of Wisconsin continues to leverage web-based technology to: 1) reduce errors in eligibility determination; 2) improve timeliness in all eligibility-related processes; and 3) reduce workload for eligibility workers. It is important for all agencies to understand the new and emerging technology being developed to meet these needs and the infrastructure requirements that will be necessary to support the technology.   This document provides guidelines for all agencies to follow for Income Maintenance programs administered and funded by the Division of Health Care Financing.

INTRODUCTION

The Income Maintenance agency is required to provide information technology security in accordance with the State's published Policies and Procedures and sufficient, high speed Internet connectivity (e.g. BadgerNet T-1 or sufficiently sized throughput for each location) for all staff who access state provided technology applications.

Given continued expansion and use of web-based applications and technology, and for compatibility with state provided applications, agency staff members who access state provided computer applications must have all of the following:

1) Unique and dedicated e-mail addresses (i.e. e-mail addresses cannot be shared by multiple workers) which will be used to notify the individual regarding issuance of user ID's and passwords for various state provided technology applications, and to contact individual users regarding their accounts related to these applications.

2) Computer monitors that will support and are set to 1024 x 768 screen resolution to maximize application visibility while minimizing side-to-side and top-to-bottom scrolling. While smaller monitors running lower resolution will work, large monitors are highly recommended to ensure maximum visibility of the screens in the applications and to avoid the need for scrolling the image.

3) The ability to access, and use (without security restrictions) all web sites/URL's as directed by the State. Specific URLs/links will be communicated via Operations Memos, Administrator's Memos and training related to each of those applications going forward.

4) The ability to access and use Microsoft Internet Explorer version 5.5 (or above) as well as Adobe Acrobat Reader 5.0 (or above) with security/internet options set to meet the minimum requirements set by the State which include:

- Allowing the use of JavaScript
- Enabling Session Cookies
- The ability to use and download applets, required by the State, to support State-related applications (i.e. Content Manager requires an applet to be downloaded to facilitate annotating documents in the Electronic Case File).

5) The ability to exclusively use the Ascent Capture/Content Manager scanning and Electronic Case File system provided by the State (pilot beginning October 2004) for all case files for cases in which eligibility determinations are done in CARES.

6) The ability for users to secure their local computer's network session by locking the workstation before leaving it unattended and/or to have and to use a timed password protected screen saver as an added security precaution to prevent unauthorized access to sensitive information.

BASIC COMPUTER SKILLS

Income Maintenance agencies must ensure that all staff who access state provided technology applications have basic computer skills including the ability to use and navigate web-based applications, the Internet and standard software for word processing, spreadsheets, e-mail and scheduling.

HARDWARE/SOFTWARE PURCHASES

If you were considering new hardware or Microsoft software purchase and you would like to take advantage of new cost-effective statewide contracts for purchasing hardware or software, contact:

MICROSOFT SOFTWARE AGREEMENT
betsy.paque@doa.state.wi.us

PC AGREEMENT – FOR HARDWARE PURCHASES
lyman.fuson@doa.state.wi.us

REGIONAL OFFICE CONTACT: DHFS Area Administrators

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